

This resource manual is designed to serve as a guide for the development of an alternative dispute resolution (ADR) program for the workplace. The recent introduction of ADR programs into the federal workplace became a necessity due, in part, to the Administrative Dispute Resolution Act as well as current amendments to 29 CFR 1614. Additionally, some organizations that have implemented ADR programs have benefited by reducing the burdens of traditional EEO processing and by increasing communication between management and employees. Effective programs can produce high rates of satisfaction among users, and potentially a drop in the number of new EEO complaints.

The information in this manual is intended to get you started in designing an ADR program. It is important to remember that every organization operates under its own rules and unique structure. Therefore, it is expected that each ADR system will meet the specific needs of the organization for which it is designed.

Because this manual was developed to serve only as a general guide, you may wish to expand upon some ideas while limiting the use of others. You are encouraged to be creative in the process. Remember that there is no “right way” to design a program. The most effective programs are those that integrate into existing operations causing minimal alteration of the current processes.

This manual is divided into three parts:

- Part I: ADR Program Design – This part of the manual is directed to the reader who wishes to design a new ADR program. It provides an overview of topics that must be addressed before entering the design phase.
- Part II: ADR Program Development and Implementation – This part of the manual is designed to assist the reader in the step by step development of the essential parts of an employment ADR program.
- Part III: ADR References and Resources – This part of the manual offers listings of ADR resources including laws, articles, books and internet web links.

The authors have developed this manual so that it is most helpful if read from beginning to end. However, the reader may be seeking only specific information and therefore can refer to a particular section independently. In either case, readers are encouraged to brainstorm with others and seek advice from experienced colleagues. Such benchmarking will offer the best possibility for success.

Good Luck